The IPN DISPATCH

INCIDENTPAGE.NET
Real News. Real Time.™

IPN Monthly Dispatcher Update May 2017

DISPATCHER OF THE MONTH

We are pleased to announce that LAX081 has been named DOTM!

Congratulations to this Dispatcher who has been with IPN for 14 years!

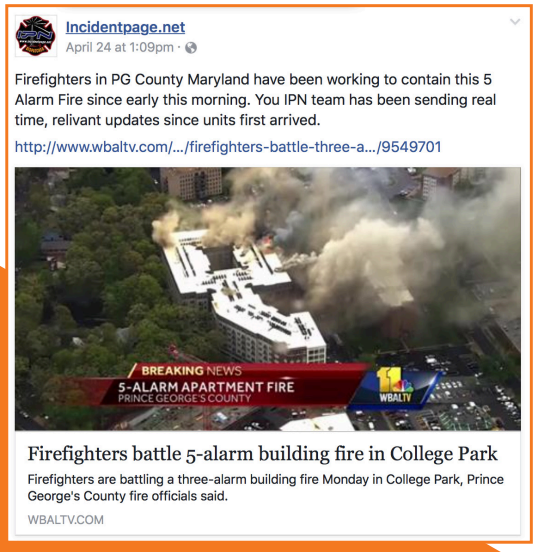
Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

SHARING IS CARING

We often hear people say "IPN is where the news gets the news." While we are not a news reporting agency, we take great pride when a dispatched incident is reported on in a story or video on a news website. It also gives an opportunity for IPN dispatchers to learn the full story and share the website link with our Facebook and Twitter social community.

Our team spends all day scouring through close to a thousand alerts looking for a news story match. As you can imagine, we will miss some, even the "pull up your boots" big ones. Help us get the story on the big ones AND EARN POINTS! Here's how it works:

When covering a large incident, email your incident info and the web page link to the local news report to support@incidentpage.net. Additional points will be posted to your account if you are in control of the incident. If you are not, you can still earn points but only if the control dispatcher does not inform us. If multiple emails are received, points are given to the first person to email support.



Note: most major incidents posted to social media are delayed for a variety of reasons.

IN THIS ISSUE

Structure Fire Size Up
Abbreviations
This is Only a Drill
Car Fire Alerts
Monthly Stats
Dispatcher Photos

This Publication is Confidential. All Rights Reserved. Copyright 2017. 911 iMedia.com, Inc.

SIZING UP STRUCTURE FIRE

As the people who provide information to the masses, we always want to give out the best possible information. While we understand some of the calls go out with the generic "Working Structure Fire" or "AHW Fire in a Building" size up terminology, it's not enough to satisfy the members who are hungry for additional details.

By utilizing technology, dispatchers can acquire better details in the absence of a thorough report from the incident commander. Free services like Google Earth allow you to enter the given address and get a feel for the types of buildings in that neighborhood. For example, if every building on the block where the fire is reported is a 2 story wood framed house your fire building is most likely a 2 story wood framed house. Likewise, if it is a commercial area then your fire building is likely commercial. This information is extremely helpful to our buffs, media and even the members of the Red Cross who use IPN for mobilization.

There is one word of caution regarding the use of "Commercial Structure Fire." Use this terminology if the fire is in an undisclosed type business or store but the type of business is known. For example: Grocery Store, Restaurant, Marijuana dispensary, Chemical Plant. This term, however, should NEVER be used to indicate an Apartment Building on fire. This is misleading and confusing. We always want the page to clearly indicate this specific use. Even if it's a block of stores with apartments above, it is imperative to avoid that generic "Commercial Building" description.

Providing our members with the best possible information has always been our priority. IPN dispatcher do this quite well and we continue to give the best information available because of your efforts.



04-09-2017 | MAS | Boxford, MA | MJRACC | Rte 95 NB Exit 52 | U/D: CMD rpts victim 35yo female w/arm amputation. 10min ETA for helo to land at scene M/A:Georgetown | MAS255

Photographed by Darrell Moore

THIS PUBLICATION IS CONFIDENTIAL. ALL RIGHTS RESERVED. COPYRIGHT 2017. 911 iMedia.com, Inc.



04-10-2017 | Vero Beach | Major Accident | 1300 27th Ave SW | E-4 & E-13 & IRCSO MVA with Rollover on its roof & entrapment & 1 DOA reported | CON203

Photographed by Rick Kulmann

IN SHORT... AVOID ABBREVIATIONS

As our organization evolves our incidents are being received by an audience that is far more diverse than we ever imagined and the days of being exclusive to only fire buffs are long gone. Many people who get IPN alerts have never even set foot in a fire house or police station before. The new audience is welcome and amazing, however, it brings changes in the way we operate.



Long ago we started to get rid of obsolete abbreviations that did not mesh with our mission. Since then the general consensus is to try to get rid of them all together. In fact, one recent page for a "Fire in a 1 Story SSC" had a room full of admins popping Xanax. There was not one person in the room who knew what it meant and we work here! It wasn't until one admin checked the abbreviations list and saw that it was a ***valid*** abbreviation. Although it was valid and a darn good page how many people knew what it meant?

For this reason and the ongoing drive to give members clear, easy to understand notifications we really want to get away from abbreviations. We have touched on this many times before and we still feel strongly on the issue. In fact, there is a plan in place to further dilute the current abbreviations list in the coming months. Much of what we need to say can be paraphrased and transmitted in a brief report. This doesn't mean we sacrifice details or quality. Spelling out info actually enhances our reports and allows everyone from TV reporters to soccer moms to throw out their secret decoder rings.

THIS PUBLICATION IS CONFIDENTIAL. ALL RIGHTS RESERVED. COPYRIGHT 2017. 911 iMedia.com, Inc.

THIS IS ONLY A DRILL

Have you ever turned a feed or scanner on and almost immediately begun hearing details of some massive incident in progress? But then only just a short time later, you hear someone over the radio announce, "This is a drill. This is a drill." Unfortunately, a number of us have been burned by this situation thinking a call was genuine and sent an IPN alert regarding this mere training exercise, only to send the embarrassing update, "Disregard Previous Page: Training Exercise Only."



With a bit of caution and paying attention to certain things transpiring while listening to what sounds like "The Big One" you can greatly reduce the risk of getting caught up in the heat of the moment and page an erroneous ticket through the system. The very first thing to develop in your thinking is the idea "this is just too big to be true." Having this philosophy will be the primary safeguard keeping you in slow gear perhaps just long enough to pay attention to a few other factors.

While in your brief pause, notice if you hear sirens in the background radio transmissions of the units who are supposedly "responding." If it was authentic you would hear the sound of sirens and other extraneous noises common to a large diesel apparatus barreling down the road at high speed.

Another thing to consider is if you happen to hear a person announcing an incident and he/she doesn't have that normal "tight" sound you typically hear from a real dispatcher wearing a headset; it's probably training.

Another big indicator is the response times of units announcing their arrival on scene. When all the units arrive on scene of a massive incident within a few seconds; it's training.

Also, if the members on the radio sound too calm, even while wearing air masks; it's training. Think about it; if the scenario is a plane crash into an elementary school, the crews on the radio most likely would be in a frenzy because they would be witness to traumatic sights of death and destruction.

Lastly, you can check online CADS or the ever-expanding PulsePoint app. If the department has one or the other of these means of checking real-time incidents and your call about an Airbus into a shopping mall with 600 patients is not listed; you guessed it – it's training.

Keeping these pointers in mind, and striving to listen carefully to the nuances when the too-good-to-be-true incident occurs, will reduce the number of incorrect pages and the subsequent "disregard page" alerts.

THIS PUBLICATION IS CONFIDENTIAL. ALL RIGHTS RESERVED. COPYRIGHT 2017. 911 iMedia.com, Inc.

MONTHLY STATS

We continue to see many states posting big numbers. The biggest change in March is Illinois, the Land of Lincoln, with 825 incidents. This is a 25% increase from the prior month. It resulted in a three position hop to the seventh slot on our chart. Even more amazing is the fact that this state did not even make the top 10 in January. It is mind blowing to think about what could be done if we could acquire dispatchers in the uncovered area.

January	February	May
New York	Florida	Florida
California	New York	New York
Florida	California	California
New Jersey	New Jersey	Mass
Texas	Mass	New Jersey
Mass	Pennsylvania	Maryland
Pennsylvania	Maryland	Illinois
Wisconsin	Texas	Texas
Ontario	Wisconsin	Ohio
Ohio	Illinois	Pennsylvania

In the top three for March, Florida continues to dominate with close to three thousand calls for the month. That's almost 100 calls a day!! New York and California also did very well posting 2306 and 2206 respectively. The LAX chapter has experienced lapses in coverage over the past few months but numbers are improving. With more reporting of Traffic Related content going forward, they could climb back to the number one spot later this year.

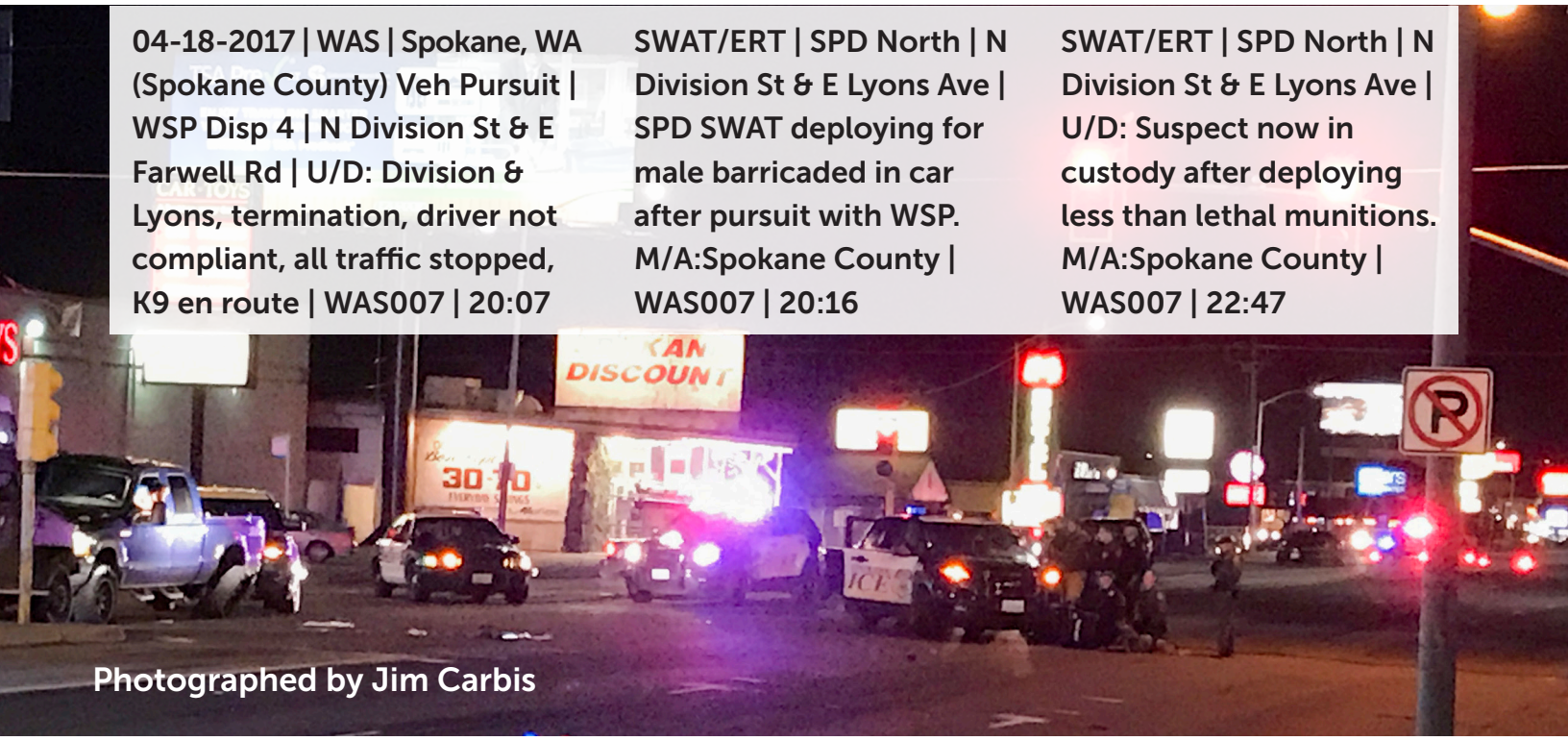
DISPATCH TIP:

Here's a great example of an incident that includes a category change and a proper update.

04-18-2017 | WAS | Spokane, WA (Spokane County) Veh Pursuit | WSP Disp 4 | N Division St & E Farwell Rd | U/D: Division & Lyons, termination, driver not compliant, all traffic stopped, K9 en route | WAS007 | 20:07

SWAT/ERT | SPD North | N Division St & E Lyons Ave | SPD SWAT deploying for male barricaded in car after pursuit with WSP. M/A:Spokane County | WAS007 | 20:16

SWAT/ERT | SPD North | N Division St & E Lyons Ave | U/D: Suspect now in custody after deploying less than lethal munitions. M/A:Spokane County | WAS007 | 22:47



Photographed by Jim Carbis

THIS PUBLICATION IS CONFIDENTIAL. ALL RIGHTS RESERVED. COPYRIGHT 2017. 911 iMedia.com, Inc.

IT'S JUST A CAR FIRE

INCIDENTPAGE.NET
Real News. Real Time.™

Car fires seem to be on the rise because of new technology and the associated defects. Some of these can be quite spectacular and often result in major roadways being shut down. Even when roadways are not closed, drivers slowing down to gawk will create a traffic problem and perhaps result in subsequent accidents.



While car fires are not considered a 1 Alarm Fire they are just about always good for a page to one of the Traffic groups. Being a traffic page they are fine to send based on the report of any public safety official. From a photographer's perspective this is awesome! If you see an alert for a car fire nearby, reported by PD or EMS, he may arrive just in time to get that "Money Shot."

Just as important to page out are calls for a broken water main flooding a street or a transformer fire because it will impact traffic. We encourage you to think outside the box and send calls like this to the system. It helps us to deliver the "full coverage" concept our members have come to love!

HOTLINE INFO

Remember:
Provide all necessary information and spell out street names and towns.
Text: hotline@incidentpage.net
Toll-free Phone: 1-888-339-8259

CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:
newsletter@incidentpage.net
General Support:
support@incidentpage.net
Dispatcher Admin Office:
1900 Weld Blvd, Suite 105
El Cajon, CA 92020

QUICK LINKS

Like us on Facebook
Follow us on Twitter
Past Newsletters

THIS PUBLICATION IS CONFIDENTIAL. ALL RIGHTS RESERVED. COPYRIGHT 2017. 911 iMedia.com, Inc.